

**STATEMENT OF
COMMISSIONER OLIVIA TRUSTY**

Re: *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Speech-to-Speech and Internet Protocol (IP) Speech-to-Speech Telecommunications Relay Services*, CG Docket Nos. 03-123, 08-15, Notice of Proposed Rulemaking (Nov. 20, 2025).

The Commission has been working to speed the transition to modern IP networks through a series of proceedings this year. As I explained at last month's Commission meeting, the true goals of the IP transition are to deliver significant benefits for consumers. This item advances those goals by helping ensure that all Americans – including people with disabilities – truly benefit from that transition.

For many years the FCC's Telecommunications Relay Service program has incorporated IP-based services. The TRS Fund supports several Internet-based forms of relay services. And the Commission authorized the use of real time text in response to challenges using TTY Relay on wireless IP networks, leading to the widespread availability of RTT on modern smartphones.

As a coalition of accessibility advocates made clear in a filing last year, more work remains. Building on the coalition's recommendations, this item identifies ways that analog forms of TRS fall short of what consumers need on advanced networks for communication to and from people with hearing and speech disabilities and considers how best to respond.

The Notice explores how the Commission, state TRS programs, and other stakeholders can enable a smooth transition to existing forms of Internet-based TRS and potentially new services like RTT-enabled TRS, Internet-based speech-to-speech service, and video-assisted STS. The goal is not merely to maintain the capabilities of analog forms of TRS but enable users of those services to benefit from the improved capabilities unlocked by advanced communications networks.

And the NPRM evaluates additional ways our TRS rules might need to be updated for new technologies and marketplace realities to ensure we faithfully carry out our responsibilities under section 225 of the Communications Act.

TRS involves a wide array of users and use cases, and I welcome detailed comments from all stakeholders to make sure those interests are accounted for as we move forward. I thank the coalition of accessibility advocates for calling attention to these issues, and I thank the Consumer and Governmental Affairs Bureau for their excellent work on this important issue.